



SUCCESS STORY

Processing Employee Data In Half the Time

Implementing PBJ for 900 employees required robust solutions for Century Care Management

Challenge

Operating as a 24/7 nursing residency for nearly two decades, Century Care Management is a family-owned business specializing in health care services along with a comprehensive rehabilitation program that includes physical, occupational and speech therapy. With nine different facilities and more than 900 employees, the organization provides long-term care for diseases such as Alzheimer's as well as short-term care in all facilities.

With the introduction of the Payroll Based Journal (PBJ) and strict regulations from the Center for Medicare & Medicaid (CMS), Century Care faced difficulties such as exporting hours, providing the information required by CMS, and constantly hiring new talent due to the high turnover rate within the nursing profession.

Additionally, the state of North Carolina issues an annual inspection called a survey. Failing to pass the survey could result in detrimental consequences for Century Care, such as potentially losing Medicare and Medicaid funding and being stripped of accreditation. Upgrading to a superior time and attendance solution with the correct modules would mitigate the PBJ process and ensure the necessary compliance for the organization.



BACKGROUND

Operating as a 24/7 nursing residency for nearly two decades, Century Care Management is a family-owned business specializing in health care services along with a comprehensive rehabilitation program that includes physical, occupational, and speech therapy. The center faced increasing regulations and new Payroll Based Journal (PBJ) processes which required a superior time and attendance solution to ensure compliance.

BUSINESS CHALLENGES

- Compliance concerns brought on by the introduction of Payroll Based Journal (PBJ)
- Difficult to provide required information due to strict regulations from the Center for Medicare & Medicaid (CMS)
- Setting up 900 employees with different job codes and exporting that data into the CMS

HOW TCP HELPED

- Implemented PBJ and the Shift Differential modules in the software to help them stay compliant on all CMS regulations
- Deployed job codes to easily implement within the system and export to the CMS
- Utilized our "Train the Trainer" program to make it easy to implement these new solutions to multiple facilities with hundreds of employees



Solution

To alleviate stress, Century Care Management worked closely with the TCP Implementation team to integrate the PBJ Module and Shift Differential Module, install new [RDTg 400 series biometric timeclocks](#) throughout the nine facilities, and configure TCP's TimeClockPlus software to create an efficient and sophisticated way to manage their workforce.

Susan Cole, the Payroll & Human Resource Manager at Century Care Management, supervises data throughout the nine facilities, and the PBJ Module allows her to get more work completed in half the time.

"It is technically demanding to set up 900 employees with different job codes and export that data into CMS," said Cole. "Exporting in [TimeClock Plus] is so easy and so simple to use."

With the installment of our TimeClock Plus software, Century Care Management worked one on one with TCP's Professional Services team to ensure their success. During implementation, TCP demonstrated the "Train the Trainer" method for their managers, administration and payroll professionals by walking them through the clock functionalities and software configurations.

"My payroll ladies in the facility love it because it is just so much easier to work with and it's much more reliable," said Cole. "The system is automatic and it just works."

After the implementation process and "Train the Trainer" instructions were completed, the payroll professionals divided the employees into groups of five and taught them how to register their fingerprints for the biometric timeclocks and how to perform self-service features such as clocking in, clocking out, going on break and more.



The system is automatic and it just works.



Results

Century Care Management benefits from the PBJ and the Shift Differential modules in our TimeClock Plus software as the modules help them stay compliant on all CMS regulations and schedule irregular shifts for their multiple facilities. In addition, Century Care Management utilizes TCP's Professional Services team and Customer Support Representatives to assist with configuration requirements.

"Your Support line has taught me a lot, I can tell you that," said Cole. "Every time I call them, it is a positive result [and] I can show them exactly what I am talking about."

As Century Care Management opens more facilities and expands from the coast of North Carolina to its mountains, its established workforce management solution with our TimeClock Plus software makes it easier to manage more facilities and to continue the family tradition of serving and caring for others.



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Think TCP can help you with workforce management? Let's talk.

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